



Forgot Virtual Gateway Password

The following steps guide you through resetting your Virtual Gateway Password:

1. From the *Welcome Virtual Gateway User* page, click the [Forgot password?](#) link.

2. Enter your [Username] and click the [Submit] button.

You will be directed over to the *Identify User* page. The first time you logged in to the Virtual Gateway you were asked to answer a series of security questions. Two of these security questions (randomly chosen) will appear on your screen.

3. Answer all questions listed (answers are not case sensitive)
4. Click the [Login] button to continue.

Note: If you make a mistake or answer a question incorrectly, you will be asked two additional security questions.



After successfully answering the security questions, you will be directed over to the *Change Password* page.

Important: In order to successfully change your password, read and follow the password requirements shown on the *Change Password* page.

5. Enter a new password and confirm the password.
6. Click the [**Change Password**] button.

7. Once your password has been accepted, click the [BUSINESS SERVICE PAGE](#) link in the upper right of the page to return to the Business Service Page.

Password and Security Notes and Tips

- Any time you change your password, forget your password, or call Virtual Gateway Customer Service with a password question, you will need to answer some of the seven authentication questions or provide other security information as verification. Questions are chosen at random.
- Use passwords and responses that you are likely to remember, and be sure to **not** post this information where others can access it.
- If you feel your password has been compromised, change your password immediately.
- If you receive the error message “Invalid user name & password. Please try again,” retype your Username and Password and click Submit. If after several attempts you still receive this message, call Virtual Gateway Customer Service for assistance.
- You cannot reuse recently-used passwords.
- Temporary Password must be entered exactly as it appears in the email received from Virtual Gateway.
- Please use care when typing a temporary password as some letters and numbers look alike. The letter 'O' and the number '0' or the letter 'l' and the number '1' are very similar in appearance.

Questions or need assistance? Call Virtual Gateway Customer Service

1-800-421-0938 (617-988-3301 - TTY for the deaf and hard of hearing)

8:30 am to 5:00 pm Monday through Friday